CHAT, CHECK, AND CHART

PHARMACY TECHNICIANS: PARTNERS IN PATIENT CARE



Ensure your patient has been assessed by the pharmacist prior to prescription release. Assessments are vital to patient care.



Know your role and responsibilities and be able to describe them to your pharmacy team and your patients



Know when it is appropriate to refer patients to a pharmacist

Take responsibility to perform final prescription checks to ensure the right drugs are dispensed and are properly labelled

What is vital to my practice?

Confirm and document the indication



Establish a system for ensuring the pharmacist's assessment is completed and documented on the patient record



Gather other information as required for the pharmacist to assess the appropriateness of therapy



Gather patient data from Netcare for the pharmacist to assess





WHAT ARE SOME THINGS YOUR PHARMACY TECHNICIAN CAN DO?	HOW THIS HELPS MY PATIENTS AND MY TEAM
Assist in identifying patient health needs	Better patient care occurs when pharmacists and technicians work together within their complementary scopes of practice
Provide device training and answer questions that do not require therapeutic knowledge, clinical analysis, or patient assessment	
Gather and document information	The team saves time with more efficient workflow
Receive verbal orders*	
Transfer prescriptions on behalf of a pharmacist	
Perform final checks to ensure the right drug(s) is/are dispensed in conjunction with a pharmacist's assessment	Allows pharmacists to spend more time connecting with patients Ensures safety and accuracy for patients
Supervise provisional and student technicians, as well as pharmacy assistants	Fosters team environment

*excludes narcotics, controlled drugs and substances, benzodiazepines and other targeted substances



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Guirguis, Lisa and Shao Lee. "Patient assessment and documentation integrated in community practice: chat, check, and chart." JAPhA Volume 52, Issue 6 (2012): 241-251.